



City of Kingman
310 N. Fourth Street, Kingman, AZ

Classification:	Human Resources Administrator			
Department	Human Resources			
Accountable To:	Human Resources / Risk Management Director			
Created/Revised Date:	January 2015	Band:	D	EEO4: 2
FLSA Status:	Exempt	Salary Grade:	218	

General Description of Position:

Performs advanced professional level personnel work in developing and administering programs and policies under the supervision of the Human Resources Director. The primary responsibility of an employee in this class is to plan, direct, implement, supervise and evaluate the daily activities and work flow of professional and clerical staff of the Human Resource division. Exercises a high degree of independence and initiative in complex work assignments and priorities.

Supervision Received:

Works independently within the Human Resource department - reports directly to Human Resources Director who reviews work through conferences and the evaluation of overall results achieved.

Supervision Exercised:

Exercises supervision over Human Resource Technicians, clerical and other staff as assigned. May act as Human Resources Director in their absence. Provides oversight of the Risk Management division as needed.

Essential Duties and Responsibilities: Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

--	This job has partial responsibility for supervision of Human Resources staff including making recommendations for hiring, training, planning and prioritizing tasks, assigning work, scheduling, ensuring policy and procedure compliance, monitoring staff performance and development. Assists Director with performance planning and evaluations. Demonstrates continuous efforts to improve operations, streamline work processes and work cooperatively and jointly to provide quality and seamless customer service.
--	Researches and stays current in HR industry best practices and information technology trends. Recognizes the need for change and makes recommendations to Director on new or revised programs and technology systems that support the department's goals and can add sustainable value.
--	Provides considerable input in the development and implementation of department strategic goals and objectives related to the department's mission; directing the development and implementation of city-wide human resources policies and procedures; directing the implementation of department plans and programs. Identify and resolve operational problems and/or complaints consistent with accepted practices and facilitate the correction of these problems.
--	Administers health and welfare plans including maintenance of Human Resources Information System (HRIS) enrollments and terminations. Assists with administration of employee benefits changes online or through paperwork. Processes required documents through payroll, group/voluntary insurance and retirement providers to ensure accurate record keeping and proper deductions. Manages annual open enrollment period and benefits fair. Arranges for distribution of materials and communicating changes to employee. Processes changes within deadlines. Assists employees and dependents with benefits questions and claim resolutions. Reconciles monthly billings from insurance providers. Reviews billings for accuracy, resolves discrepancy and advances for payment; Assists with leave benefit programs, disability programs, FMLA administration, light duty evaluations, and other types of benefit programs. Assists with coordination of the City's wellness initiatives, programs and events. Attends Benefit Trust Board meetings and provides input on benefit plans.
--	Conducts recruitment outreach efforts. Reviews and evaluates recruitment and retention strategies and processes. Develops and implements new strategies, processes and/or procedures, and ensures processes and procedures comply with personnel rules and EEO programs. Conducts the recruitment process including preparation of job postings, coordination of advertising, and maintaining employment eligibility lists. Assists in the selection process by reviewing and evaluating applications, arranging interview panels, and preparing interview packets. Provides guidance to hiring managers and interview panels as needed to ensure policies and procedures are followed. Evaluates and administers testing process by proctoring written exams, developing assessment tools and analyzing test results. Coordinates the hiring and pre/post-employment screening processes and new hire orientation. Maintains HRIS applicant tracking system.
--	Maintains the classification system by implementing processes to ensure compliance with applicable laws and regulations; conducts job classification audits, prepares or revises job specifications, and conducts compensation surveys and internal equity analyses to assist in the determination of market and range adjustments.



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--	Plans, develops, implements, and oversees the maintenance of the Human Resource records management and retention program in compliance with records laws and regulations.
--	Keeps current with, correctly interprets and applies legislation, federal and state laws, employment laws and regulations, court decisions, City Personnel Rules and Administrative Instructions, and acceptable best practices in Human Resources field; makes recommendations to the Director on courses of action. Assists with the development and implementation of policies and programs related to these areas.
--	Provides accurate and professional human resources consultation, advice, develops correspondence, and assist employees in areas including but not limited to recruitment and selection, classification, benefits programs, Personnel Rules, employee relations issues and legal compliance with employment laws.
--	Investigates issues of misconduct, and other related issues; writes reports and recommends action, including assisting supervisors with employee improvement plans; developing corrective action plans and written disciplinary letters.
--	Assists Director and legal counsel in research and response of employment law complaints, reasonable accommodation requests, unemployment appeals and other pending legal actions.
--	Provides assistance to departments on workforce planning by identifying, acquiring, developing, and retaining employees; develops succession planning programs. Assist supervisors in planning and directing employee training in appropriate areas. Plans, organizes, develops curriculum and teaches classes for City employees on various issues such as personnel rules and regulations, HR processes and employment compliance issues. Arranges for outside development opportunities as needed. Develops cost effective alternatives to provide quality training programs.
--	Organizes the work flow of the day to day activities of the Human Resources Technicians. As needed, assists Technicians with daily tasks to ensure time lines are being met; ensuring work flow is efficient and accurate.
--	Writes clear and accurate reports which may be complex, controversial, or highly sensitive.
--	Prepares and delivers presentations to City employees, Council, and members of the public.
--	Performs special assignments as directed by the Human Resources Director. Frequently leads critical projects that often have city-wide impact.
--	Participates on committees and acts as a resource in human resource related areas. Represents department and/or City at meetings and professional associations.
--	Maintains up to date useful and accurate information on the HR department's internal and external websites.
--	Monitors and advises the Human Resources Director on unusual personnel trends and issues.
--	Arranges for coordination of HR policies, tasks and programs that relate to the Risk Management function of the Department. Assists Risk Management as needed.
--	May acts as hearing officers for pre-action hearings, and may serve Personnel Board Liaison when necessary.
--	Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.
--	Must maintain a high level of confidentiality with work product.
--	Provides excellent customer service to both internal and external contacts.
--	Regular attendance is an essential function of this job to ensure continuity.
--	May be required to work early mornings, evenings, or weekends as needed.

Peripheral Duties:

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| -- | Performs other duties as assigned. Acts as HR Director over departmental issues in his/her absence. |
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WORK CONTACTS

Employees at all levels and occupations, political officials, regulatory agencies, vendors, and members of the public.

Desired Minimum Qualifications:

Education and Experience:

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| -- | Bachelor's Degree in Human Resource Management, Public or Business Administration or a related field; and, |
| -- | At least five (5) years of progressively responsible experience as a human resources generalist including recruitment, selection, classification, compensation, benefits, consultation and training, two (2) years of supervisory experience. Experience with public HR administration desired. |
| -- | Accreditation as ICMA-CP and/or SHRM-CP or SCP and/or PHR or SPHR preferred. |



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Knowledge:

--	Considerable knowledge of personnel generalist activities management and HRIS systems; supervision and evaluation methods and techniques; principles and practices of classification, compensation, recruitment, and selection; techniques, theories and methods of public personnel administration specifically in the areas of recruitment and selection, test development, job evaluation and compensation; knowledge of personnel policy and procedures; considerable knowledge of benefit plans, cafeteria plans related to personal income tax liabilities, group insurance, retirement, deferred compensation and related programs, knowledge of computer systems and job related software applications for word processing, spreadsheets, database creation and maintenance, publisher and information storage and retrieval techniques. Statistical concepts and methods used in personnel processes and transactions. Considerable knowledge of federal, state, and city employment laws and regulations such as, but not limited to, FLSA, ADA, EEOC, FMLA, wage and hour; project management techniques, application of deferred compensation programs and cafeteria plans to personal income tax liabilities. General knowledge of payroll functions. Knowledge of proper English grammar, spelling and punctuation.
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Skills:

--	Skilled in mathematics with the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs. Demonstrated skill to maintain a high degree of organization, prioritization, coordination and communication, with attention to detail and accuracy. Skilled in applying stated knowledge and principles to workplace situations. Website and HRIS system management. Effectively manage interruptions yet stay on task, manage multiple and changing priorities. Skilled in the execution and delivery of excellent customer service.
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Abilities:

--	Ability to supervise and evaluate the work of subordinate personnel; work cooperatively with management and employees; manage and execute large scale projects; interpret, explain and make decisions in accordance with Personnel Rules, laws, and policies that may overlap or require analysis to develop a sound plan of action that takes into consideration the Citywide impact; proactively identify problems or needs, involve stakeholders and develop viable plans of action to address issues; review and evaluate City programs and policies, and develop and implement new processes; forecast and plan for upcoming staffing objectives; work cooperatively in a team environment with managers, supervisors, and other City employees; formulate reports, compose correspondence, and effectively communicate with City staff and general public; conduct comparison and statistical analyses; use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions; maintain a professional, respectful demeanor during stressful situations; write clear, complete and accurate reports and correspondence; effectively deliver presentations in public settings; perform extensive research, make independent analysis, and report findings; establish and maintain effective working relationships with other City employees, supervisory personnel, and the public; operate standard office equipment, including a personal computer using program applications appropriate to assigned duties. Ability to establish and maintain effective and trusting working relationships with people of diverse ethnic, educational and economic backgrounds. Ability to work with highly sensitive, confidential, and emotional situations and assignments and maintain confidentiality; maintain objectivity and freedom of prejudice, and regularly exercise discretion and independent judgment of human resource management situations. Ability to resolve and make decisions with disputes and issues that may arise regarding application of policy and procedures; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
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Special Requirements/License/Certifications:

--	Abilities to work independently, and plan, organize and supervise multiple, complex assignments. Ability to work under stress of meeting many requests and deadlines.
--	Ability to deal with problems which may be controversial or sensitive in nature and create an atmosphere of trust and confidentiality in all personnel functions. Ability to maintain confidentiality of employee records and work products.
--	Ability to work well with a wide variety of personalities.
--	Valid Arizona Driver's License

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Expected Behavior/Quality of Service:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:



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--	Commitment – Dedicate oneself to consistent and excellent public service
--	Innovation – Implement unique, creative and cost-effective solutions.
--	Communication – Communicate in a positive, honest and productive manner
--	Integrity – Adherence to high ethical standards, doing the right thing when no one is watching
--	Diversity – Promote inclusiveness and impartiality throughout the organization
--	Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.
--	Respect – Demonstrate a high regard for others, support each other, don't participate in gossip
--	Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

Selection Guidelines:

Submittal/review of employment applications, screening/rating of application in relation of training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the position changes.

Employee Sign-Off: I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature:	Date:
Employee Name (Printed):	